

# HQXchange Is Your Single Comprehensive EDI Platform

**The industry leading Epicor EDI software solution EDI HQ™ is now even more powerful with HQXchange™ [HQX].**

**HQX is a new innovative EDI platform including advanced EDI mapping and translation, complete visibility into your transactions, and assured full compliance with all your trading partner needs. We have enhanced our EDI HQ software with performance upgrades, modern refreshed user interface, security improvements and more!**

### **Why is EDI and Finding the Right Solution so Important for Your Business?**

With the standards for compliance being set by trading partners getting increasingly strict due to quicker fulfillment, shipping expectations, and countless other partner demands and updates, intuitive EDI software solutions are more important than ever.

CPG, retail, and ecommerce are not the only industries affected by compliance and a need for EDI. Manufacturing, transportation, logistics, healthcare and general business all benefit.

### **Why Choose Epicor as Your EDI Provider?**

Epicor EDI is a leader in the EDI software industry. With more than 30 years of experience comes constant product innovation and improvements that make significant positive differences in our customer's business operations.

Epicor EDI has invested greatly in molding our products based on the most crucial needs of EDI users and their trading partners. And HQ is our most comprehensive EDI solution.

### **Where to Start – EDI and ERP Integration for Your Most Valuable Business Assets**

For anyone in charge of automating business processes using EDI to integrate customer, vendor and partner data, implementing a solution that allows you to automate processes, while maintaining visibility and compliance with your business needs, can prove to be a unique and daunting challenge. Successful electronic data interchange initiatives require the consideration of a number of factors, beginning with who your trading partners are and how you want to integrate the data. EDI projects often stop there because companies fail to realize the higher-level benefits of process automation, operational compliance, collaboration, and the powerful ability to provide valuable intelligence to business stakeholders.

*EDI projects often stop at connect and comply because companies fail to realize the crucial benefits of process automation, collaboration between teams, and the powerful ability to provide intelligence to business stakeholders.*



Research has shown that organizations are attempting to achieve those higher-level benefits by customizing solutions in and around their enterprise resource planning (ERP) to enable EDI process automation, visibility and control. The accepted role of an ERP is to automate workflows and provide information access for the entire organization, but it falls short without an EDI solution in place.

Leading companies are now realizing the true objective is to achieve integrated operations, and that requires leveraging data in its native EDI form that complements ERP information.

When you integrate EDI data into your back office system you risk the loss of critical details of EDI documents. For example, perhaps your ERP package only supports a ship date, but your customers provide you ship by, ship no later than, and expected delivery dates in their EDI messages.

Losing these types of message details can lead to new, unplanned IT projects requiring development of custom reporting. This not only increases the total cost of the EDI data integration project, but also makes your environment more complex, putting your most important business relationships at risk.



### Issues That Can Arise from Improper EDI ERP Communication

- Manual intervention into processes that should be automated perpetuates the risk of errors
- Loss of invoice document integrity leading to chargebacks and underpayment of purchase orders
- Increasing thresholds for write-offs since researching issues can be time intensive
- Lack of visibility and control based on limited access to important information
- Lost productivity due to cumbersome research tools
- Failure to build customizations for unforeseen circumstances which can result in poor customer service

### Benefits of a Seamless EDI Integration with Your ERP System

- Quickly comply with trading partner requirements and take advantage of the efficiency of automation
- Ensure all invoices and important communications retain important data
- Prevent excessive costs through supporting your business rules that are too complex for ERP systems alone to handle
- Improve performance with your trading partners by leveraging complete and structured EDI data, ensuring operational compliance with processes such as advance shipment notifications (ASNs)
- Deliver heightened visibility to areas where ERP process steps can be disconnected
- Investing in a comprehensive EDI solution eliminates the investment needed by IT and other departments to add customizations to ERP systems to fix a lack in capability



# [HQX] HQXchange™

[HQ]  
HeadQuarters™

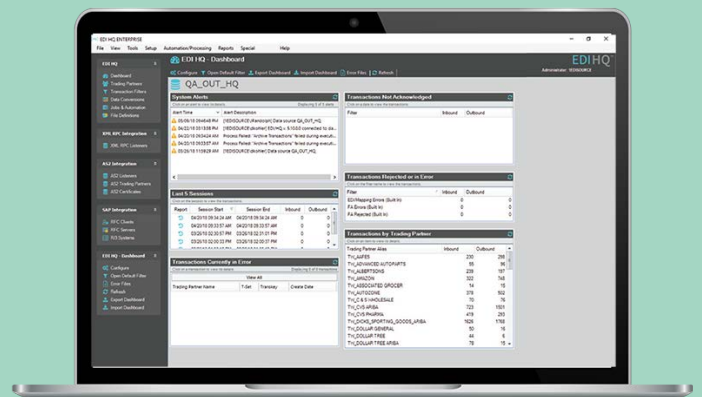
[AS2]  
Complete™

[IX]  
IntelligentXchange®

## HQXchange Creates a Single Comprehensive EDI Platform Combining:

- EDI HQ Software
- IntelligentXchange [IX] Visibility Portal
- AS2 Complete Software

HQXchange bundles our EDI HQ software, IntelligentXchange and AS2 Complete software solutions with our expert in-house technical EDI support into convenient HQX Professional and HQX Enterprise subscription models, bringing you a new EDI platform with unrivaled depth and flexibility.



## [HQ] Headquarters™

### EDI HQ: The Industry-Leading EDI Mapping and Translation Software Solution

EDI HQ gives you full control of your EDI operations, allows you to satisfy even the toughest trading partner and customer requirements, integrates your EDI data with all of your systems and streamlines your business operations for optimal efficiency and compliance.

#### EDI HQ offers:

- Easy-to-use modern user interface.
- “One-click” trading partner set-up process minimizing trading partner setup time and configuration errors.
- Seamless EDI Integration with Epicor ERP and systems such as SAP, Sage, Oracle, JD Edwards and more including custom back office systems.
- Intuitive and flexible EDI data mapper allowing for fully automated B2B business document process that fits your operations.
- Unparalleled reporting for complete transparency and notifications of EDI errors so you can stay in-front of your EDI operations and develop strong trading partner relationships.
- Flexible and scalable software that grows with your business.
- Custom operations dashboard, alerts and research capabilities that fit your unique business goals.
- Ability to manage your own EDI infrastructure or have us host it for you.

*Make the right choice – With powerful features such as automatic setup and configuration, EDI HQ ensures a successful EDI implementation that satisfies both your company’s unique requirements and complies with individual business rules.*

## [AS2] Complete™

### AS2 Complete: Secure Data Encryption Software

AS2 communications made effortless. Establish a secure connection quickly and simply, and begin sending and receiving data with your AS2 partners immediately. AS2 Complete is our advanced software that complies with AS2 standards making it easy for you to communicate secure EDI and other data, create and manage certificates, handle data encryption and decryption and more. From one partner or even 100, AS2 Complete is the easy and reliable way to share EDI files with your trading partners.





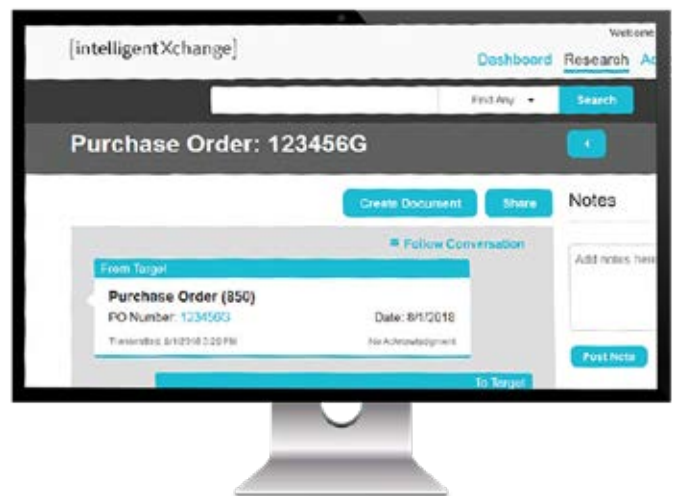
## [IX] IntellingentXchange® IntelligentXchange® [IX]: EDI Visibility Portal

IX provides streamlined access of your organization's B2B operational supply chain and invoicing processes throughout your entire organization in a way that users can easily understand. Users can visualize the complete order-to-cash document lifecycle from our single screen "conversation view" to quickly understand complex EDI document workflows. Proactive notifications can be configured to instantly identify issues and monitor for operational efficiencies. The IX research tool leads to data-driven decisions by reviewing the potential impact value of trading partner chargeback fines and quality ratings.

### IntelligentXchange offers:

- Breaks down data stores extending EDI documents beyond the IT department.
- Personalized dashboard metrics to track key operational events.
- Data-driven decision making through proactive notifications.
- Easy to use interface designed for quick access to EDI documents.
- Built-in integration with EDI HQ.

With IntellingentXchange [IX], you can put your business stakeholders back in the driver's seat to manage your supply chain and invoicing process with full visibility into what is being exchanged with your trading partners via EDI. Through a simple-to-implement, cloud and web-based solution, IX allows you to identify issues before they cost you money or put your most important business relationships at risk.



### HQXchange Enterprise EDI Platform

HQX Enterprise is our most powerful EDI platform built specifically for enterprise organizations with large, complex B2B trading partner networks. HQX Enterprise provides organizations control of their B2B network, standardized visibility into their B2B network's operations, and data analytics for continued process improvement.

### HQXchange Professional EDI Platform

HQX Professional is designed for businesses that are growing, providing a flexible and scalable solution for your B2B EDI transactions. HQX Professional has a more modular structure allowing companies to pick and choose certain features and add-ons depending on their EDI business volume and planned investment.

## HQXchange™ [HQX] Subscription Based Model

### HQXchange offers great value to our innovative EDI platform

HQX gives you access to our full suite of EDI software solutions and client services through customizable subscription packages that provide the best value for your unique EDI business needs and budget.

Subscription-Based Model brings you a lower initial cost and predictable pricing with no hidden costs, and a usage-driven pricing model that fits your budget.

Product features	Professional	Enterprise
<b>EDI HQ Core Features</b>		
X12 & EDIFACT EDI Standards Validation	✓	✓
EDI Functional Ack Reporting	✓	✓
EDI Visibility Dashboard	✓	✓
EDI Error Reports and Error Lookup	✓	✓
Integration and Automation	✓	✓
Flexible Data Mapper	✓	✓
Data Archival and Recovery	✓	✓
One-Click Trading Partner Setup	✓	✓
Role Based Security	✓	✓
Mapping Chart Management (Versioning)	✓	✓
<b>EDI HQ Enterprise Modules</b>		
Encryption (Data at Rest)	Add-on Purchase	✓
Parallel Mapping Engine	Add-on Purchase	✓
High Availability and Disaster Recovery	Add-on Purchase	✓
<b>IntelligentXchange™ Visibility Portal</b>		
Web-Based EDI Document Visibility	✓	✓
EDI Business Rule Alerting	✓	✓
Business EDI Assessment (At IX Implementation)	✓	✓
<b>AS2 Complete™ Software</b>		
AS2 Complete	Separate Purchase	✓ Unlimited
<b>Software Upgrades and Product Support</b>		
Access to All Software Upgrades	✓	✓
Upgrade Support (For Each Major Update)	✓	✓
Technical Product Support	✓	✓
Pro Technical EDI Assessment	✓	N/A
Enterprise Technical EDI Assessment	Add-on Purchase	✓

## EDI HQ Software Solution Highlights:

### The EDI HQ Dashboard

#### *Your Entire EDI Operation at One Glance*

Every session in EDI HQ begins with your own summary dashboard. Your dashboard provides a quick glance at key data, errors and other critical events to allow you to dig in for more detail. Personalize your dashboard with your most important information by choosing from a variety of widgets that you want to appear in your dashboard and customize the display.

- Every HQ session starts with your summary dashboard showing you all your data at one glance.
- Customize your dashboard with a continually growing selection of widgets showing you what matters most to you.
- Easy-to-use intuitive interface allows you to find what you need and drill into details fast.



### *Easy Data Mapping & Integration*

EDI HQ is compatible with most back-office systems including ERPs, WMS, TMS, accounting and other business system solutions. The real-time mapping feature allows you to apply data from actual transactions quickly. Visualize the results as you go, there is no need for the “compile, test, compile, retest” approach that other systems require. And it can process virtually any format: EDI, XML, delimited and fixed-length, as well as direct SQL integration with ODBC-compliant data sources.

Once your data is mapped, EDI HQ allows you to view both the source and target. You also get immediate access to specific data or transactions with SmartFilters. Search for specific transactions using an almost endless set of criteria. Save your commonly used filters for future searches within the “View EDI Data” window, or for use in dashboard widgets or reports.

- Find and review your data quickly and easily with the advanced “View EDI Data” window.
- The real-time mapping feature dramatically decreases the time to onboard a new transaction.

### Alerts and Automation

#### *Prevent issues by staying on top of errors, key events and transactions.*

Managing by exception is only possible when you’re aware of the exceptions. EDI HQ has built-in sophisticated alert and logging functions so you never miss an error or deadline and can significantly cut down or eliminate chargebacks completely. HQ not only handles common communications protocols, it notifies you when things go wrong or key events occur so you can take immediate action.

HQ stops errors in their tracks before the transactions are submitted. The advanced business rule validation allows you to avoid duplicate transactions coming in and going out. Each time this happens, HQ will notify you via dashboard, email or SMS text message.

Finding and correcting errors is easy with HQ. The “View EDI Data” window allows you to view error details and the EDI transaction data simultaneously. You can also add error widgets to your dashboard so you always see them first.

HQ also gives you the power to specify events to trigger automated processes and critical activities. The scheduling feature in HQ will take care of your activities for you automatically. Set alerts to notify you whenever these key events occur, or add a widget to your dashboard so you see them every time you log in.



*Configure EDI HQ to handle exceptions for you or leverage advanced alerting to let you know via email or SMS text message when you need to intervene.*



## Simple Trading Partner Setup

### *Single-Click Trading Partner Onboarding*

Complying with strict trading partner requirements is a constant challenge for any EDI operation. HQ provides one click onboarding; new trading partners are set up automatically from a single inbound or outbound transaction. You can set HQ to alert you every time this happens via email or SMS text message.

Once a trading partner is added, simple tools allow you to override settings at the system, trading partner, or document levels to ensure compliance with minimal effort from you.

A host of features support the ongoing effort of keeping you and your trading partners on the same page. A built-in Validation Engine ensures that the syntax of all inbound and outbound transactions are correct. Advanced Data Conversion Tools allow you to manage how specific terms or other variables in your inbound data are replaced with terms your internal system understands and vice versa. You will no longer need custom programs to update internal versus external part numbers or matching a store number to shipping address.

Trading Partner Alias: 2002213		Header Type: X12	
<b>Inbound Header Settings:</b>			
ISA Information:	01: 00 07: 856RKA000	05: 00 04: TTP	
	03: ZZ 06: 2002213	07: ZZ 05: 103000X	
GS Information:	02: 2002213	03: 103000X	
<b>Contact 1 Information</b>		<b>Contact 2 Information</b>	
Name:		Name:	
Phone:		Phone:	
Fax:		Fax:	
Country:		Country:	
Address 1:		Address 1:	
Address 2:		Address 2:	
City/State/Zip:		City/State/Zip:	
Country:		Country:	
E-mail:		E-mail:	
<b>Default Outbound Settings:</b>			
ISA Information:	01: 00 07: 856RKA000	05: 00 04: TTP	
	03: ZZ 06: 103000X	07: ZZ 05: 100213X	
GS Information:	02: 103000X	03: 2002213	
Delimiter:	Del. Term:	ASC IT5	Data Element: ASC IT124 Sub Element: ASC IT01
ISA 12 User Indicator:	Production		
Standard Version:	U0099		
ISA 12 Interchange Version:	U0099		
Write Outbound Data to:	outbound		
<b>Mapping:</b>			
Outbound App ID:	AQUILL		
Network Name:			
<b>Error Handling:</b>			
ISA Generation:	Generate Normal File		
Data Element Error:	Generate Alert And Do Not Process Errors		
Min Max Length:	Generate Alert And Do Not Process Errors		
Delimiter Data Element:	Generate Alert And Do Not Process Errors		
Segment Sequence:	Generate Alert And Do Not Process Errors		
Code Validation:	Generate Alert And Do Not Process Errors		
Conditional Element:	Generate Alert And Do Not Process Errors		
<b>Notes:</b>			
*** ZZ 20100301 ADI *** EDI Integration Trading Partner created dynamically via import.			

*See all the details you need about your trading partners and transactions.*



*We empower you to confidently manage your EDI solution with a dedicated account specialist and support team to train you on how to most effectively use your new system.*



# Benefits of HQXchange™ [HQX] Solutions:

## **Innovation**

Epicor EDI has been dedicated to innovation and improvement in EDI for over 30 years! We're focused on helping companies learn and implement EDI to significantly increase their business to business communications and relationships. Creating constantly better EDI software, service and solutions is our specialty and our passion.

## **Flexible and Scalable**

Our HQX solution can be tailored to your business needs now and grow with you in the future with our one-click trading partner onboarding and real-time mapper. No matter the number of trading partners, if you have a few or a few hundred, HQX has the flexibility to meet your EDI needs.

## **Integration**

Go beyond just integrating with your trading partners. We integrate your entire system seamlessly, including your ERP, warehouse and accounting applications, improving visibility to help you make better decisions. Our experts have performed hundreds of ERP integrations on systems including Epicor ERP, SAP, Microsoft Dynamics, Oracle, Sage, Infor and more. In addition to handling your unique integration needs with a standard ERP, warehouse management systems (WMS) or transportation management systems (TMS) packages, we can also integrate your EDI business with custom back-office solutions.

## **Migration Planning**

Our EDI experts have handled hundreds of migrations from other solution providers facilitating a smooth transition for your internal teams and trading partners. If you need to upgrade your EDI from a sunset or unsupported EDI system, we can seamlessly migrate you to the Epicor EDI solution that is best for your unique business needs.

## **Transaction Security**

Establishing reliable, secure connections with trading partners is critical. Our solutions comply with industry standards making it easy for you to send secure EDI or other data, create and manage certificates, and handle data encryption and decryption.

## **Fully Customized Maps**

Changes in operations can mean changes for your EDI mapping. We offer you full customization control and visibility over your maps to ensure your EDI rules are aligned with your operations.

## **Training by the Experts in EDI**

We empower you to confidently manage your EDI solution with a dedicated account specialist and support team to train you on how to most effectively use your new system. And you can become an EDI expert yourself with our monthly EDI University courses; EDI users can learn how to maximize their investment in HQX through comprehensive in-person training at our Epicor EDI headquarters, on-site at your facility or web training.

## **Customer Service**

When you choose Epicor EDI, you immediately receive a dedicated EDI implementation consultant and support team focused on solving problems, answering questions, and overcoming obstacles to achieve goals. We have a full support team of EDI experts in-house to assist you with implementation, trading partner onboarding, special projects and continued software support.

## Everything You Need for EDI, All in One Place

HQ gives you complete control over your EDI exchange, enabling you to catch EDI issues before they become major problems for you or your trading partners, and saving you thousands in fines and chargebacks.

- Automated trading partner onboarding for easy and fast migration.
- Scalable software allowing for multiple trading partners, multiple users and multiple environments.
- In-house expert service and support.
- Managed by exception model, which notifies you and stops documents before they cause problems.
- Data mapping engine that gives you additional decision making ability, leading to accurate data flow within your accounting system.
- Technical integration so EDI staff can easily and accurately comply with trading partner requirements.



## [MX] ManagerXchange Need to outsource your EDI?

**Let the experts at Epicor EDI manage it for you!**

Hosted or not, if you do not want to manage your EDI in-house with HQ, we offer a fully-managed EDI solution with our ManagedXchange® [MX] product. We take care of all your EDI needs behind the scenes by handling the hardware, software, staffing, security, trading partner relationships and more. With in-house 24/7 dedicated support, you will achieve higher productivity and lower IT investment, translating into a higher ROI. Ask us about MX to see if a managed solution is right for you.

- Complete management of your trading partner's technical requirements for full compliance.
- Reliable electronic communications and processes.
- Intuitive visibility portal that translates EDI data into easily understandable business documents that can be researched, so your teams can find EDI information and solve issues fast.

## EPICOR

We're here for the hard-working businesses that keep the world turning. They're the companies who make, deliver, and sell the things we all need. They trust Epicor to help them do business better. Their industries are our industries, and we understand them better than anyone. By working hand-in-hand with our customers, we get to know their business almost as well as they do. Our innovative solution sets are carefully curated to fit their needs, and built to respond flexibly to their fast-changing reality. We accelerate every customer's ambitions, whether to grow and transform, or simply become more productive and effective. That's what makes us the essential partners for the world's most essential businesses.

Contact Us Today: [info@epicor.com](mailto:info@epicor.com) | [www.epicor.com](http://www.epicor.com)

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